

**From:**  
**Subject:** FW: 12/4 tram incident  
**To:**  
**Sent:** December 24, 2018 3:27 PM  
**Attached:** IMG\_3532.jpg, Incident Report Master (1).pdf

We had an incident at the tram this morning at 11:50am. The top east-facing decorative panel on cabin two fell from the cabin and landed on the Darlene Hooley pedestrian bridge during normal operations. The panel struck a pedestrian when it fell; she was treated at the scene and released with minor injuries by Portland Fire Department. All panels on both cabins were inspected prior to resuming normal operations.

This is not the first time one of the panels has come loose from a cabin, however it is the first time one of the panel's secondary safety systems has failed. The design of the tram cabins cause the panels to be susceptible to winds and we closely monitor the panels during wind events. This evening, all panels and secondary safety systems will be inspected and any potential failure points will be addressed. I have attached a picture of the panel that fell onto the bridge.

Tracy Brawley, OHSU media relations, is taking point on this for OHSU and is coordinating with Dylan Rivera at PBOT. At this point, they have agreed not to proactively issue a statement, if they are contacted both media teams are prepared to issue the following;

A decorative panel dislodged from one of the Portland Aerial Tram cars Tuesday morning and struck one individual on the pedestrian bridge below. The individual was treated for a minor injury on scene by the Portland Fire & Rescue, and was released.

Following a brief service delay and thorough inspection of both cars, the Tram has resumed service and is currently operating at normal capacity.

Service crews are working to determine the cause of the incident.

.....

**Rich Eisenhauer** | Program Manager

Portland Aerial Tram + System Development Charges + Community Use Permitting (Portland in the Streets)

**Pronouns:** He/Him

Portland Bureau of Transportation

1120 SW 5<sup>th</sup> Avenue, Suite 800

Portland, OR 97204

Phone: 503.823.6108

[richard.eisenhauer@portlandoregon.gov](mailto:richard.eisenhauer@portlandoregon.gov)

[www.portlandoregon.gov/transportation](http://www.portlandoregon.gov/transportation)

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PORTLAND IN THE STREETS











**PORTLAND** IN THE STREETS





# Incident Report



Date: 12-4-2018 Time: 11:52AM Report Taken By: Mark Leslie Incident # \_\_\_\_\_

Exact Location: Pedestrian Bridge

Guest Name: Rose Sprauer Phone #: (5003)-758-9211

Address: [REDACTED]

Weather: sunny/windy Footwear: sneakers Weather: sunny/windy

OSHU Public Safety Notified: Yes No OHSU Risk Notified: Yes No

Personnel Involved: Mark Leslie, Ian Glazebrook, Stephaine Diouf

On Duty: Supervisor: Mark Leslie GM Notified: Yes

Photos Taken: Yes No Photographer: Mark Leslie

Property Damage: Yes No (If Yes Describe Below)

Cabin 2 uphill large roof pannel

Injuries: Yes No (If Yes Describe Below) Fatality: Yes No (If Yes Describe Below)

Small bump on right side of females head.

Incident Details: At 11:52 AM, Cabin 2 called on the radio to come up to the dock from attendant Stephaine Diouf. Arriving onto the dock, we had noticed that the large pannel on top of Cabin 2 was off. Looking up at the tower, I noticed it just below the Pedestrian Bridge. Went up to look and saw Miss Sprauer sitting on the stairs. then I proceeded to ask if she needed medical attention and she replied that she didn't need it. After I relocated the pannel to the inside of the tower. An inspection was done to make sure that the remaining panels were secure in there positions and resumes operations around 12:05.

(For Additional Space See Page 2)

Could Incident Have Prevented: Yes NO (If Yes Describe Below)



**Witnesses: (Collect Full Name and Contact Information)**

Incident #:\_\_\_\_\_

## Additional

**Comments:** At the time of the incident, another pedestrian had called paramedics. Ian Glazebrook stayed with Miss Sprauer until medics showed up. She refused help and walked away freely under her own power.

The cabin attendant Stephaine stated he heard one "whoosh" sound and people in the cabin said something had fallen off. The tram was traveling downhill over the tower at 7 m/s (full speed over tower). There has been a steady east wind averaging 25 mph with gusts as high as 38 mph according to our anemometer. It is concluded that the carabiner had failed.

Diagram:

Investigated By:\_\_\_\_\_

GM Initials: \_\_\_\_\_



**From:** Brett Dodson  
**Subject:** 12/4 tram incident  
**To:** Kelsey Huwaldt; Tracy Brawley  
**Cc:** Eisenhower, Richard  
**Sent:** December 4, 2018 9:58 PM  
**Attached:** IMG\_3532.jpg

Update on what we have shared with Executives

We had an incident at the tram this morning at 11:50am. The top east-facing decorative panel on cabin two fell from the cabin and landed on the Darlene Hooley pedestrian bridge during normal operations. The panel struck a pedestrian when it fell; she was treated at the scene and released with minor injuries by Portland Fire Department. All panels on both cabins were inspected prior to resuming normal operations.

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A decorative panel unexpectedly fell from one of the Portland Aerial Trams cars on Tuesday, landing on the Darlene Hooley Pedestrian Bridge below.

One individual was treated on-scene for minor injury. Following a brief service delay and thorough inspection of both cars, the Tram has resumed service and is currently operating at normal capacity. Service crews are working to determine the cause of the incident.

Kelsey Huwaldt will post a similar message on OHSU staff news around 2:00pm.

Let me know if you have any other questions or concerns.

**Brett Dodson**

Director - Tram, Transportation and Parking  
Oregon Health & Science University  
Central Services  
Mail Code: PP22C  
503.494.3266 (office)  
503.720.9365 (mobile)  
503.418.1299 (fax)

[dodson@ohsu.edu](mailto:dodson@ohsu.edu)





**From:** Tracy Brawley  
**Subject:** Tram statement 12/4  
**To:** Rivera, Dylan  
**Cc:** Kelsey Huwaldt  
**Sent:** December 4, 2018 10:04 PM

Hi Dylan,

Here is a statement that we have drafted for internal use (we are getting an influx of employee questions) and REACTIVE ONLY external inquiry.

Let me know if it works for you.

Thanks,  
Tracy

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Service crews are working to determine the cause of the incident.

**Tracy Brawley**

Senior Media Relations Specialist  
OHSU | OHSU Doernbecher Children's Hospital  
3181 S.W. Sam Jackson Park Road, Mail Code: L217  
Portland, OR 97239  
Direct: 503-494-7009 | Cell: 971-806-3592  
Media Dept: 503-494-8231 | Fax: 503-494-8246  
Email: [brawley@ohsu.edu](mailto:brawley@ohsu.edu) | Twitter: [@tracybrawley](https://twitter.com/tracybrawley)

Visit [OHSU News](#) for the latest research breakthroughs, clinical innovations, community outreach and expert viewpoints.

**From:** Dylan.Rivera@portlandoregon.gov  
**Subject:** Re: Tram statement 12/4  
**To:** Tracy Brawley  
**Cc:** Kelsey Huwaldt  
**Sent:** December 4, 2018 10:35 PM

Looks great. The Fire Bureau's official name is Portland Fire & Rescue.

Sent from my mobile device

Dylan Rivera  
Pronouns: he/him/his  
Public Information Officer  
Portland Bureau of Transportation  
Desk Phone: [503-823-3723](tel:503-823-3723) | Cell: [503-577-7534](tel:503-577-7534)  
[1120 SW 5th Avenue | Suite 800 | Portland OR | 97204](#)

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[website](#) | [twitter](#) | [publicalerts](#)



Sign the [Vision Zero Pledge](#) to contribute to a safer, healthier Portland.

On Dec 4, 2018, at 2:03 PM, Tracy Brawley <[brawley@ohsu.edu](mailto:brawley@ohsu.edu)> wrote:

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3181 S.W. Sam Jackson Park Road, Mail Code: L217

Portland, OR 97239

Direct: 503-494-7009 | Cell: 971-806-3592

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**Cc:** Kelsey Huwaldt  
**Sent:** December 4, 2018 10:35 PM

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Sent from my mobile device

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**From:** Tracy Brawley  
**Subject:** Re: Tram statement 12/4  
**To:** Rivera, Dylan  
**Cc:** Kelsey Huwaldt  
**Sent:** December 4, 2018 10:35 PM

Good call. Will update. Thanks.

---

**From:** "Rivera, Dylan" <Dylan.Rivera@portlandoregon.gov>  
**Date:** Tuesday, December 4, 2018 at 2:34 PM  
**To:** Tracy Brawley <brawley@ohsu.edu>  
**Cc:** Kelsey Huwaldt <huwaldt@ohsu.edu>  
**Subject:** Re: Tram statement 12/4

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Sent from my mobile device

Dylan Rivera  
Pronouns: he/him/his  
Public Information Officer  
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**From:** Tracy Brawley  
**Subject:** Re: 12/4 tram incident  
**To:** Brett Dodson; Kelsey Huwaldt  
**Cc:** Eisenhower, Richard; Rivera, Dylan; Tamara Hargens-Bradley  
**Sent:** December 4, 2018 10:40 PM

Thanks, Brett.

We altered the final statement slightly; sentiment remains intact. Thanks.

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---

**From:** Brett Dodson <dodson@ohsu.edu>  
**Date:** Tuesday, December 4, 2018 at 1:57 PM  
**To:** Kelsey Huwaldt <huwaldt@ohsu.edu>, Tracy Brawley <brawley@ohsu.edu>  
**Cc:** "Eisenhower, Richard" <Richard.Eisenhower@portlandoregon.gov>  
**Subject:** 12/4 tram incident

Update on what we have shared with Executives

We had an incident at the tram this morning at 11:50am. The top east-facing decorative panel on cabin two fell from the cabin and landed on the Darlene Hooley pedestrian bridge during normal operations. The panel struck a pedestrian when it fell; she was treated at the scene and released with minor injuries by Portland Fire Department. All panels on both cabins were inspected prior to resuming normal operations.

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Kelsey Huwaldt will post a similar message on OHSU staff news around 2:00pm.

Let me know if you have any other questions or concerns.

## Brett Dodson

Director - Tram, Transportation and Parking

Oregon Health & Science University

Central Services

Mail Code: PP22C

503.494.3266 (office)

503.720.9365 (mobile)

503.418.1299 (fax)

[dodson@ohsu.edu](mailto:dodson@ohsu.edu)



**From:** Eisenhower, Richard  
**Subject:** RE: FB question about today's incident  
**To:** Forsberg, Timothy; John Landolfe (landolfe@ohsu.edu); Ray.Gardner@Doppelmayrusa.com  
**Sent:** December 4, 2018 10:47 PM

Hi Timo:

Here is the public statement:

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**From:** Forsberg, Timothy

**Sent:** Tuesday, December 4, 2018 2:42 PM

**To:** Eisenhower, Richard <Richard.Eisenhauer@portlandoregon.gov>; John Landolfe (landolfe@ohsu.edu) <landolfe@ohsu.edu>; Ray.Gardner@Doppelmayrusa.com

**Subject:** FB question about today's incident


Help in responding to this facebook inquiry?



Sarah Baitis


1:57 PM


Is the tram open following the incident la...



Jordan Renée

Jul 9


You: 



Kirstin Prevost

Apr 4

You: Yes the tram is accessible to wheel...




Murali Kannan

5/12/17

You: A Trimet fare for one-trip or all-day...

1:57 PM



Is the tram open following the incident late this morning whereby a panel flew off the tram? Can you tell me if the woman impacted on the ground was ok?

**Timo Forsberg** | Transportation Demand Management Specialist

Pronouns: he, him

Active Transportation and Safety Division

Portland Bureau of Transportation

503-823-7699

[timo.forsberg@portlandoregon.gov](mailto:timo.forsberg@portlandoregon.gov)

[www.portlandoregon.gov/transportation/at](http://www.portlandoregon.gov/transportation/at)

[Portland By Cycle rides and classes](#)

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PORTLAND IN THE STREETS

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**Subject:** RE: FB question about today's incident  
**To:** Eisenhower, Richard; John Landolfe (landolfe@ohsu.edu); Ray.Gardner@Doppelmayrusa.com  
**Sent:** December 4, 2018 10:50 PM

Thanks.

**Timo Forsberg** | Transportation Demand Management Specialist

Pronouns: he, him

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503-823-7699

[timo.forsberg@portlandoregon.gov](mailto:timo.forsberg@portlandoregon.gov)

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**Sent:** Tuesday, December 4, 2018 2:47 PM

**To:** Forsberg, Timothy <Timo.Forsberg@portlandoregon.gov>; John Landolfe (landolfe@ohsu.edu)

<landolfe@ohsu.edu>; Ray.Gardner@Doppelmayrusa.com

**Subject:** RE: FB question about today's incident

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**To:** Eisenhauer, Richard <[Richard.Eisenhauer@portlandoregon.gov](mailto:Richard.Eisenhauer@portlandoregon.gov)>; John Landolfe ([landolfe@ohsu.edu](mailto:landolfe@ohsu.edu)) <[landolfe@ohsu.edu](mailto:landolfe@ohsu.edu)>; [Ray.Gardner@Doppelmayrusa.com](mailto:Ray.Gardner@Doppelmayrusa.com)

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**From:** Eisenhower, Richard  
**Subject:** Tram Incident - December 4, 2018  
**To:** Leon, Christine; Wier, Christopher; Levine, Kathryn; Warner, Chris; Siegel, Noah; Rivera, Dylan; Forsberg, Timothy; McGair, Ken; Stenquist, Randy; Patton, Jeramy; Brady, John  
**Sent:** December 4, 2018 10:58 PM  
**Attached:** IMG\_3532.jpg, Incident Report Master (1).pdf

Everyone:

We had an incident at the tram this morning at 11:52am. The top east-facing decorative panel on cabin two fell from the cabin and landed on the Darlene Hooley pedestrian bridge during normal operations. The panel struck a pedestrian when it fell; she was treated at the scene and released with minor injuries by Portland Fire & Rescue. All panels on both cabins were inspected prior to resuming normal operations.

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Following a brief service delay and thorough inspection of both cars, the Tram has resumed service and is currently operating at normal capacity.

Service crews are working to determine the cause of the incident.

Please let me know if you have any questions or concerns.

Thank you,  
Rich

.....  
**Rich Eisenhower** | Program Manager

Portland Aerial Tram + System Development Charges + Community Use Permitting (Portland in the Streets)

**Pronouns:** He/Him

Portland Bureau of Transportation

1120 SW 5<sup>th</sup> Avenue, Suite 800

Portland, OR 97204

Phone: 503.823.6108

[richard.eisenhauer@portlandoregon.gov](mailto:richard.eisenhauer@portlandoregon.gov)  
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[www.portlandinthestreets.com](http://www.portlandinthestreets.com)  
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PORTLAND IN THE STREETS





# Incident Report



Date: 12-4-2018 Time: 11:52AM Report Taken By: Mark Leslie Incident # \_\_\_\_\_

Exact Location: Pedestrian Bridge

Guest Name: Rose Sprauer Phone #: (5003)-758-9211

Address: [REDACTED]

Weather: sunny/windy Footwear: sneakers Weather: sunny/windy

OSHU Public Safety Notified: Yes No OHSU Risk Notified: Yes No

Personnel Involved: Mark Leslie, Ian Glazebrook, Stephaine Diouf

On Duty: Supervisor: Mark Leslie GM Notified: Yes

Photos Taken: Yes No Photographer: Mark Leslie

Property Damage: Yes No (If Yes Describe Below)

Cabin 2 uphill large roof pannel

Injuries: Yes No (If Yes Describe Below) Fatality: Yes No (If Yes Describe Below)

Small bump on right side of females head.

Incident Details: At 11:52 AM, Cabin 2 called on the radio to come up to the dock from attendant Stephaine Diouf. Arriving onto the dock, we had noticed that the large pannel on top of Cabin 2 was off. Looking up at the tower, I noticed it just below the Pedestrian Bridge. Went up to look and saw Miss Sprauer sitting on the stairs. then I proceeded to ask if she needed medical attention and she replied that she didn't need it. After I relocated the pannel to the inside of the tower. An inspection was done to make sure that the remaining panels were secure in there positions and resumes operations around 12:05.

(For Additional Space See Page 2)

Could Incident Have Prevented: Yes NO (If Yes Describe Below)



**Witnesses: (Collect Full Name and Contact Information)**

Incident #:\_\_\_\_\_

## Additional

**Comments:** At the time of the incident, another pedestrian had called paramedics. Ian Glazebrook stayed with Miss Sprauer until medics showed up. She refused help and walked away freely under her own power.

The cabin attendant Stephaine stated he heard one "whoosh" sound and people in the cabin said something had fallen off. The tram was traveling downhill over the tower at 7 m/s (full speed over tower). There has been a steady east wind averaging 25 mph with gusts as high as 38 mph according to our anemometer. It is concluded that the carabiner had failed.

Diagram:

Investigated By:\_\_\_\_\_

GM Initials: \_\_\_\_\_





**From:** Eisenhower, Richard  
**Subject:** Tram Incident - December 4, 2018  
**To:** Leon, Christine; Wier, Christopher; Levine, Kathryn; Warner, Chris; Siegel, Noah; Rivera, Dylan; Forsberg, Timothy; McGair, Ken; Stenquist, Randy; Patton, Jeramy; Brady, John (John.Brady@portlandoregon.gov)  
**Sent:** December 4, 2018 10:58 PM  
**Attached:** IMG\_3532.jpg, Incident Report Master (1).pdf

Everyone:

We had an incident at the tram this morning at 11:52am. The top east-facing decorative panel on cabin two fell from the cabin and landed on the Darlene Hooley pedestrian bridge during normal operations. The panel struck a pedestrian when it fell; she was treated at the scene and released with minor injuries by Portland Fire & Rescue. All panels on both cabins were inspected prior to resuming normal operations.

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PORTLAND IN THE STREETS





# Incident Report



Date: 12-4-2018 Time: 11:52AM Report Taken By: Mark Leslie Incident # \_\_\_\_\_

Exact Location: Pedestrian Bridge

Guest Name: Rose Sprauer Phone #: (5003)-758-9211

Address: [REDACTED]

Weather: sunny/windy Footwear: sneakers Weather: sunny/windy

OSHU Public Safety Notified: Yes No OHSU Risk Notified: Yes No

Personnel Involved: Mark Leslie, Ian Glazebrook, Stephaine Diouf

On Duty: Supervisor: Mark Leslie GM Notified: Yes

Photos Taken: Yes No Photographer: Mark Leslie

Property Damage: Yes No (If Yes Describe Below)

Cabin 2 uphill large roof pannel

Injuries: Yes No (If Yes Describe Below) Fatality: Yes No (If Yes Describe Below)

Small bump on right side of females head.

Incident Details: At 11:52 AM, Cabin 2 called on the radio to come up to the dock from attendant Stephaine Diouf. Arriving onto the dock, we had noticed that the large pannel on top of Cabin 2 was off. Looking up at the tower, I noticed it just below the Pedestrian Bridge. Went up to look and saw Miss Sprauer sitting on the stairs. then I proceeded to ask if she needed medical attention and she replied that she didn't need it. After I relocated the pannel to the inside of the tower. An inspection was done to make sure that the remaining panels were secure in there positions and resumes operations around 12:05.

(For Additional Space See Page 2)

Could Incident Have Prevented: Yes NO (If Yes Describe Below)



**Witnesses: (Collect Full Name and Contact Information)**

Incident #: \_\_\_\_\_

## Additional

**Comments:** At the time of the incident, another pedestrian had called paramedics. Ian Glazebrook stayed with Miss Sprauer until medics showed up. She refused help and walked away freely under her own power.

The cabin attendant Stephaine stated he heard one "whoosh" sound and people in the cabin said something had fallen off. The tram was traveling downhill over the tower at 7 m/s (full speed over tower). There has been a steady east wind averaging 25 mph with gusts as high as 38 mph according to our anemometer. It is concluded that the carabiner had failed.

Diagram:

Investigated By:\_\_\_\_\_

GM Initials: \_\_\_\_\_







**From:** Dylan.Rivera@portlandoregon.gov  
**Subject:** Fwd: Tram Incident - December 4, 2018  
**To:** Lamb, Kailyn; Schafer, Hannah  
**Cc:** Brady, John  
**Sent:** December 4, 2018 11:05 PM  
**Attached:** image002.jpg, ATT00001.htm, image004.jpg, ATT00002.htm, image006.png, ATT00003.htm, IMG\_3532.jpg, ATT00004.htm, Incident Report Master (1).pdf, ATT00005.htm

FYI. No media or public inquiries that we know of. OHSU staff have been asking OHSU management about this.

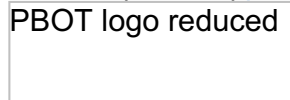
Dylan

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Pronouns: he/him/his  
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Desk Phone: [503-823-3723](tel:503-823-3723) | Cell: [503-577-7534](tel:503-577-7534)  
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[website](#) | [twitter](#) | [publicalerts](#)

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# Incident Report



Date: 12-4-2018 Time: 11:52AM Report Taken By: Mark Leslie Incident # \_\_\_\_\_

Exact Location: Pedestrian Bridge

Guest Name: Rose Sprauer Phone #: (5003)-758-9211

Address: [REDACTED]

Weather: sunny/windy Footwear: sneakers Weather: sunny/windy

OSHU Public Safety Notified: Yes No OHSU Risk Notified: Yes No

Personnel Involved: Mark Leslie, Ian Glazebrook, Stephaine Diouf

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Photos Taken: Yes No Photographer: Mark Leslie

Property Damage: Yes No (If Yes Describe Below)

Cabin 2 uphill large roof pannel

Injuries: Yes No (If Yes Describe Below) Fatality: Yes No (If Yes Describe Below)

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(For Additional Space See Page 2)

Could Incident Have Prevented: Yes NO (If Yes Describe Below)



**Witnesses: (Collect Full Name and Contact Information)**

Incident #:\_\_\_\_\_

## Additional

**Comments:** At the time of the incident, another pedestrian had called paramedics. Ian Glazebrook stayed with Miss Sprauer until medics showed up. She refused help and walked away freely under her own power.

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Investigated By:\_\_\_\_\_

GM Initials: \_\_\_\_\_



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PORTLAND IN THE STREETS





**From:** Rivera, Dylan  
**Subject:** Fwd: Tram Incident - December 4, 2018  
**To:** Lamb, Kailyn; Schafer, Hannah  
**Cc:** Brady, John  
**Sent:** December 4, 2018 11:05 PM  
**Attached:** image002.jpg, ATT00001.htm, image004.jpg, ATT00002.htm, image006.png, ATT00003.htm, IMG\_3532.jpg, ATT00004.htm, Incident Report Master (1).pdf, ATT00005.htm

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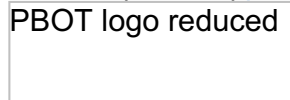
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# Incident Report



Date: 12-4-2018 Time: 11:52AM Report Taken By: Mark Leslie Incident # \_\_\_\_\_

Exact Location: Pedestrian Bridge

Guest Name: Rose Sprauer Phone #: (5003)-758-9211

Address: [REDACTED]

Weather: sunny/windy Footwear: sneakers Weather: sunny/windy

OSHU Public Safety Notified: Yes No OHSU Risk Notified: Yes No

Personnel Involved: Mark Leslie, Ian Glazebrook, Stephaine Diouf

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(For Additional Space See Page 2)

Could Incident Have Prevented: Yes NO (If Yes Describe Below)



**Witnesses: (Collect Full Name and Contact Information)**

Incident #: \_\_\_\_\_

## Additional

**Comments:** At the time of the incident, another pedestrian had called paramedics. Ian Glazebrook stayed with Miss Sprauer until medics showed up. She refused help and walked away freely under her own power. The cabin attendant Stephaine stated he heard one "whoosh" sound and people in the cabin said something had fallen off. The tram was traveling downhill over the tower at 7 m/s (full speed over tower). There has been a steady east wind averaging 25 mph with gusts as high as 38 mph according to our anemometer. It is concluded that the carabiner had failed.

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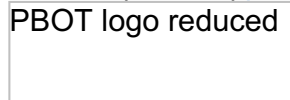
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**From:** "Eisenhauer, Richard" <[Richard.Eisenhauer@portlandoregon.gov](mailto:Richard.Eisenhauer@portlandoregon.gov)>  
**Date:** December 4, 2018 at 2:58:15 PM PST  
**To:** "Leon, Christine" <[Christine.Leon@portlandoregon.gov](mailto:Christine.Leon@portlandoregon.gov)>, "Wier, Christopher" <[Christopher.Wier@portlandoregon.gov](mailto:Christopher.Wier@portlandoregon.gov)>, "Levine, Kathryn" <[Kathryn.Levine@portlandoregon.gov](mailto:Kathryn.Levine@portlandoregon.gov)>, "Warner, Chris" <[Chris.Warner@portlandoregon.gov](mailto:Chris.Warner@portlandoregon.gov)>, "Siegel, Noah" <[Noah.Siegel@portlandoregon.gov](mailto:Noah.Siegel@portlandoregon.gov)>, "Rivera, Dylan" <[Dylan.Rivera@portlandoregon.gov](mailto:Dylan.Rivera@portlandoregon.gov)>, "Forsberg, Timothy" <[Timo.Forsberg@portlandoregon.gov](mailto:Timo.Forsberg@portlandoregon.gov)>, "McGair, Ken" <[Ken.McGair@portlandoregon.gov](mailto:Ken.McGair@portlandoregon.gov)>, "Stenquist, Randy" <[Randy.Stenquist@portlandoregon.gov](mailto:Randy.Stenquist@portlandoregon.gov)>, "Patton, Jeramy" <[Jeramy.Patton@portlandoregon.gov](mailto:Jeramy.Patton@portlandoregon.gov)>, "Brady, John" <[John.Brady@portlandoregon.gov](mailto:John.Brady@portlandoregon.gov)>  
**Subject:** Tram Incident - December 4, 2018

Everyone:

We had an incident at the tram this morning at 11:52am. The top east-facing decorative panel on cabin two fell from the cabin and landed on the Darlene Hooley pedestrian bridge during normal operations. The panel struck a pedestrian when it fell; she was treated at the scene and released with minor injuries by Portland Fire & Rescue. All panels on both cabins were inspected prior to resuming normal operations.

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Service crews are working to determine the cause of the incident.

Please let me know if you have any questions or concerns.

Thank you,  
Rich

.....  
**Rich Eisenhauer** | Program Manager  
Portland Aerial Tram + System Development Charges + Community Use Permitting  
(Portland in the Streets)

**Pronouns:** He/Him  
Portland Bureau of Transportation  
1120 SW 5<sup>th</sup> Avenue, Suite 800  
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PORTLAND IN THE STREETS







# Incident Report



Date: 12-4-2018 Time: 11:52AM Report Taken By: Mark Leslie Incident # \_\_\_\_\_

Exact Location: Pedestrian Bridge

Guest Name: Rose Sprauer Phone #: (5003)-758-9211

Address: [REDACTED]

Weather: sunny/windy Footwear: sneakers Weather: sunny/windy

OSHU Public Safety Notified: Yes No OHSU Risk Notified: Yes No

Personnel Involved: Mark Leslie, Ian Glazebrook, Stephaine Diouf

On Duty: Supervisor: Mark Leslie GM Notified: Yes

Photos Taken: Yes No Photographer: Mark Leslie

Property Damage: Yes No (If Yes Describe Below)

Cabin 2 uphill large roof pannel

Injuries: Yes No (If Yes Describe Below) Fatality: Yes No (If Yes Describe Below)

Small bump on right side of females head.

Incident Details: At 11:52 AM, Cabin 2 called on the radio to come up to the dock from attendant Stephaine Diouf. Arriving onto the dock, we had noticed that the large pannel on top of Cabin 2 was off. Looking up at the tower, I noticed it just below the Pedestrian Bridge. Went up to look and saw Miss Sprauer sitting on the stairs. then I proceeded to ask if she needed medical attention and she replied that she didn't need it. After I relocated the pannel to the inside of the tower. An inspection was done to make sure that the remaining panels were secure in there positions and resumes operations around 12:05.

(For Additional Space See Page 2)

Could Incident Have Prevented: Yes NO (If Yes Describe Below)





**Witnesses: (Collect Full Name and Contact Information)**

Incident #:\_\_\_\_\_

## Additional

**Comments:** At the time of the incident, another pedestrian had called paramedics. Ian Glazebrook stayed with Miss Sprauer until medics showed up. She refused help and walked away freely under her own power.

The cabin attendant Stephaine stated he heard one "whoosh" sound and people in the cabin said something had fallen off. The tram was traveling downhill over the tower at 7 m/s (full speed over tower). There has been a steady east wind averaging 25 mph with gusts as high as 38 mph according to our anemometer. It is concluded that the carabiner had failed.

Diagram:

Investigated By:\_\_\_\_\_

GM Initials: \_\_\_\_\_

**From:** Rivera, Dylan  
**Subject:** Tram reply for Facebook private message  
**To:** Forsberg, Timothy  
**Cc:** Lamb, Kailyn; Eisenhauer, Richard; Brady, John; Schafer, Hannah  
**Sent:** December 4, 2018 11:21 PM

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Thank you.


---

Sent from my mobile device

Dylan Rivera  
Pronouns: he/him/his  
Public Information Officer  
Portland Bureau of Transportation  
Desk Phone: [503-823-3723](tel:503-823-3723) | Cell: [503-577-7534](tel:503-577-7534)  
[1120 SW 5th Avenue | Suite 800 | Portland OR | 97204](#)

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[website](#) | [twitter](#) | [publicalerts](#)

PBOT logo reduced



Sign the [Vision Zero Pledge](#) to contribute to a safer, healthier Portland.

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**Cc:** Lamb, Kailyn; Eisenhauer, Richard; Brady, John; Schafer, Hannah  
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**Cc:** Lamb, Kailyn <Kailyn.Lamb@portlandoregon.gov>; Eisenhauer, Richard <Richard.Eisenhauer@portlandoregon.gov>; Brady, John <John.Brady@portlandoregon.gov>; Schafer, Hannah <Hannah.Schafer@portlandoregon.gov>  
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PORTLAND IN THE STREETS



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PORTLAND IN THE STREETS



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**Subject:** RE: Tram Incident - December 4, 2018  
**To:** Eisenhower, Richard  
**Cc:** Wier, Christopher; Levine, Kathryn; Warner, Chris; Siegel, Noah; Rivera, Dylan; Forsberg, Timothy; McGair, Ken; Stenquist, Randy; Patton, Jeramy; Brady, John  
**Sent:** December 4, 2018 11:38 PM

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Glad to hear all is being inspected this evening.

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**Christine Leon** | Group Manager – PBOT Development, Permitting & Transit Group

**Pronouns:** She/Her

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Phone: 503.823.7441

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PORTLAND IN THE STREETS





**From:** Stenquist, Randy  
**Subject:** RE: Tram Incident - December 4, 2018  
**To:** Eisenhower, Richard; Leon, Christine; McGair, Ken  
**Cc:** Leopold-Hutchins, Debora; Shane, Mindy  
**Sent:** December 4, 2018 11:45 PM

Rich,

Thank you for passing this along. Couple of questions:

Is the damage to the tram car and/or the decorative panel something that needs to be reported to the property insurance carrier?

Where was the fallen decorative panel taken after removal from the pedestrian bridge? It should be secured and stored somewhere safe until all the parties have had an opportunity to look at it. should the need arise.

Confirming the City has transferred the responsibility for tram operations to OHSU via IGA?

I'm sure there will be more questions, but that's it for now.

Christine, contact info for the pedestrian:



**Randy Stenquist, ARM** (He/His)  
**Liability Claims Manager**  
City of Portland  
OMF Bureau of Revenue and Financial Services  
Risk Management Division  
d: (503) 823-6000 c: (503) 823-8790  
[randy.stenquist@portlandoregon.gov](mailto:randy.stenquist@portlandoregon.gov)

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**Pronouns:** He/Him

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Phone: 503.823.6108

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PORTLAND IN THE STREETS

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**Subject:** Re: Tram Incident - December 4, 2018  
**To:** Leon, Christine  
**Cc:** Eisenhower, Richard; Wier, Christopher; Levine, Kathryn; Warner, Chris; Siegel, Noah; Forsberg, Timothy; McGair, Ken; Stenquist, Randy; Patton, Jeramy; Brady, John  
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Public Information Officer  
Portland Bureau of Transportation  
Desk Phone: [503-823-3723](tel:503-823-3723) | Cell: [503-577-7534](tel:503-577-7534)  
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<image005.jpg>

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**Sent:** December 4, 2018 11:48 PM

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**Christine Leon** | Group Manager – PBOT Development, Permitting & Transit Group

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**Sent:** Tuesday, December 4, 2018 3:45 PM  
**To:** Eisenhower, Richard <Richard.Eisenhower@portlandoregon.gov>; Leon, Christine <Christine.Leon@portlandoregon.gov>; McGair, Ken <Ken.McGair@portlandoregon.gov>  
**Cc:** Leopold-Hutchins, Debora <Debora.Leopold-Hutchins@portlandoregon.gov>; Shane, Mindy <Mindy.Shane@portlandoregon.gov>  
**Subject:** RE: Tram Incident - December 4, 2018

Rich,

Thank you for passing this along. Couple of questions:

Is the damage to the tram car and/or the decorative panel something that needs to be reported to the property insurance carrier?

Where was the fallen decorative panel taken after removal from the pedestrian bridge? It should be secured and stored somewhere safe until all the parties have had an opportunity to look at it. should the need arise.

Confirming the City has transferred the responsibility for tram operations to OHSU via IGA?

I'm sure there will be more questions, but that's it for now.

Christine, contact info for the pedestrian:  
Rose Sprauer [REDACTED]

503 758 9211

I would appreciate you reaching out to her just to make that contact.



**Randy Stenquist, ARM** (He/His)  
**Liability Claims Manager**  
City of Portland  
OMF Bureau of Revenue and Financial Services  
Risk Management Division  
d: (503) 823-6000 c: (503) 823-8790  
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We had an incident at the tram this morning at 11:52am. The top east-facing decorative panel on cabin two fell from the cabin and landed on the Darlene Hooley pedestrian bridge during normal operations. The panel struck a pedestrian when it fell; she was treated at the scene and released with minor injuries by Portland Fire & Rescue. All panels on both cabins were inspected prior to resuming normal operations.

This is not the first time one of the panels has come loose from a cabin, however it is the first time one of the panel's secondary safety systems has failed. The design of the tram cabins cause the panels to be susceptible to winds and we closely monitor the panels during wind events. This evening, all panels and secondary safety systems will be inspected and any potential failure points will be addressed. I have attached a picture of the panel that fell onto the bridge.

Also, attached is the Doppelmayr incident report.

Tracy Brawley, OHSU media relations, is taking point on this for OHSU and Dylan Rivera for PBOT. At this point, they have agreed not to proactively issue a statement, if they are contacted both media teams are prepared to issue the following;

A decorative panel dislodged from one of the Portland Aerial Tram cars Tuesday morning and struck one individual on the pedestrian bridge below. The individual was treated for a minor injury on scene by the Portland Fire & Rescue, and was released.

Following a brief service delay and thorough inspection of both cars, the Tram has resumed service and is currently operating at normal capacity.

Service crews are working to determine the cause of the incident.

Please let me know if you have any questions or concerns.

Thank you,  
Rich

.....  
**Rich Eisenhauer** | Program Manager

Portland Aerial Tram + System Development Charges + Community Use Permitting (Portland in the Streets)

**Pronouns:** He/Him

Portland Bureau of Transportation

1120 SW 5<sup>th</sup> Avenue, Suite 800

Portland, OR 97204

Phone: 503.823.6108

[richard.eisenhauer@portlandoregon.gov](mailto:richard.eisenhauer@portlandoregon.gov)

[www.portlandoregon.gov/transportation](http://www.portlandoregon.gov/transportation)

[www.portlandinthestreets.com](http://www.portlandinthestreets.com)

[www.gobytram.com](http://www.gobytram.com)

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PORTLAND IN THE STREETS













**From:** Stenquist, Randy  
**Subject:** RE: Tram Incident - December 4, 2018  
**To:** Leon, Christine  
**Sent:** December 4, 2018 11:58 PM

Thank you Christine. Please let me know if she returns your call.



**Randy Stenquist, ARM** (He/His)  
**Liability Claims Manager**  
City of Portland  
OMF Bureau of Revenue and Financial Services  
Risk Management Division  
d: (503) 823-6000 c: (503) 823-8790  
[randy.stenquist@portlandoregon.gov](mailto:randy.stenquist@portlandoregon.gov)

---

**From:** Leon, Christine  
**Sent:** Tuesday, December 4, 2018 3:48 PM  
**To:** Stenquist, Randy <[Randy.Stenquist@portlandoregon.gov](mailto:Randy.Stenquist@portlandoregon.gov)>  
**Subject:** RE: Tram Incident - December 4, 2018

I just left a message; the voice mail was in Spanish but left my name and number.

.....  
**Christine Leon** | Group Manager – PBOT Development, Permitting & Transit Group

**Pronouns:** She/Her

Portland Bureau of Transportation

1120 SW 5<sup>th</sup> Avenue, Suite 800

Portland, OR 97204

Phone: 503.823.7441

[Christine.leon@portlandoregon.gov](mailto:Christine.leon@portlandoregon.gov)

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**From:** Stenquist, Randy  
**Sent:** Tuesday, December 4, 2018 3:45 PM  
**To:** Eisenhauer, Richard <[Richard.Eisenhauer@portlandoregon.gov](mailto:Richard.Eisenhauer@portlandoregon.gov)>; Leon, Christine <[Christine.Leon@portlandoregon.gov](mailto:Christine.Leon@portlandoregon.gov)>; McGair, Ken <[Ken.McGair@portlandoregon.gov](mailto:Ken.McGair@portlandoregon.gov)>  
**Cc:** Leopold-Hutchins, Debora <[Debora.Leopold-Hutchins@portlandoregon.gov](mailto:Debora.Leopold-Hutchins@portlandoregon.gov)>; Shane, Mindy <[Mindy.Shane@portlandoregon.gov](mailto:Mindy.Shane@portlandoregon.gov)>  
**Subject:** RE: Tram Incident - December 4, 2018

Rich,

Thank you for passing this along. Couple of questions:

Is the damage to the tram car and/or the decorative panel something that needs to be reported to the property insurance carrier?

Where was the fallen decorative panel taken after removal from the pedestrian bridge? It should be secured and stored somewhere safe until all the parties have had an opportunity to look at it. should the need arise.

Confirming the City has transferred the responsibility for tram operations to OHSU via IGA?

I'm sure there will be more questions, but that's it for now.

Christine, contact info for the [REDACTED]

503 758 9211

I would appreciate you reaching out to her just to make that contact.



**Randy Stenquist, ARM** (He/His)  
**Liability Claims Manager**  
City of Portland  
OMF Bureau of Revenue and Financial Services  
Risk Management Division  
d: (503) 823-6000 c: (503) 823-8790  
[randy.stenquist@portlandoregon.gov](mailto:randy.stenquist@portlandoregon.gov)

---

**From:** Eisenhower, Richard

**Sent:** Tuesday, December 4, 2018 2:58 PM

**To:** Leon, Christine <[Christine.Leon@portlandoregon.gov](mailto:Christine.Leon@portlandoregon.gov)>; Wier, Christopher <[Christopher.Wier@portlandoregon.gov](mailto:Christopher.Wier@portlandoregon.gov)>; Levine, Kathryn <[Kathryn.Levine@portlandoregon.gov](mailto:Kathryn.Levine@portlandoregon.gov)>; Warner, Chris <[Chris.Warner@portlandoregon.gov](mailto:Chris.Warner@portlandoregon.gov)>; Siegel, Noah <[Noah.Siegel@portlandoregon.gov](mailto:Noah.Siegel@portlandoregon.gov)>; Rivera, Dylan <[Dylan.Rivera@portlandoregon.gov](mailto:Dylan.Rivera@portlandoregon.gov)>; Forsberg, Timothy <[Timo.Forsberg@portlandoregon.gov](mailto:Timo.Forsberg@portlandoregon.gov)>; McGair, Ken <[Ken.McGair@portlandoregon.gov](mailto:Ken.McGair@portlandoregon.gov)>; Stenquist, Randy <[Randy.Stenquist@portlandoregon.gov](mailto:Randy.Stenquist@portlandoregon.gov)>; Patton, Jeramy <[Jeramy.Patton@portlandoregon.gov](mailto:Jeramy.Patton@portlandoregon.gov)>; Brady, John <[John.Brady@portlandoregon.gov](mailto:John.Brady@portlandoregon.gov)>

**Subject:** Tram Incident - December 4, 2018

**Importance:** High

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